

WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION COMMITTEE

30 West Mifflin Street
DVA Building, 8th Fl. Board Room
Madison, WI

Friday, November 19, 1999
10:00 AM - 2:00 PM

MINUTES

The W-2 Contract and Implementation Committee is the single point of contact for feedback to the Department of Workforce Development on policy implementation related to W-2 agencies, and includes representation from the Wisconsin County Human Service Association (WCHSA), Urban Caucus counties, W-2 private agencies in Milwaukee County and the balance of state, and Tribal W-2 agencies.

Committee

Attendees: Jean Rogers, Chair; Jan Alft (alternate), Marathon Co. Employment and Training; Mary Ann Cook, Dane Co. Dept. of Human Services; Rosa Dominguez (alternate), Opportunities Industrialization Center of Greater Milwaukee (OIC-GM); Deb Hughes (alternate), Southwest Consortium; Tina Koehn, United Migrant Opportunity Services (UMOS); Jim Krivsky (alternate), Racine Co. Human Services Dept.; George Leuterman, MAXIMUS; Barbara Metoxen, Oneida Nation; Kim Mooney, Fond du Lac Dept. of Social Services; Jim Nitz, Kaiser Group; Rita Renner (alternate), YW-Works; Shirley Ross, La Crosse Dept. of Human Services

State Staff

Attendees: Stephen Dow, BWSP; Randy Hayward, DES Regional Office; Kevin Huggins, BFS; Ceri Jenkins, BWSP; Germaine Mayhew, DES Training Section; Margaret McMahon, BWSP; Jude Morse, BDS; Bob Nikolay, ADS; Dianne Reynolds, BWSP; Paul Saeman, DES; Lynn Schmitt, BDS; Shawn Smith, Secretary's Office; Chris Williams, BWSP

Absent: William Martin, Employment Solutions

Guests: Jane Bartha, Kaiser Group; Linda Braudenburg, Employment Solutions; Tim Cowan, YW-Works; Mona Garland, MAXIMUS; Debbie Lemke, Lincoln Co. DSS; Sharon McCormick, Sheboygan Co. Dept. of Health and Human Services; Lisa Omen, Forward Service Corporation; Teresa Pierce, Western Wisconsin Private Industry Council (PIC); Marilyn Putz, Walworth County, Kaiser Group; John Schere, Opportunities Industrialization Center of Greater Milwaukee (OIC-GM); Glynis Underwood, Employment Solutions; Kim Walia, Clark Co. DSS

Recorder: Shari Busse, W-2 Contract and Implementation Committee Coordinator

Welcome

Jean Rogers welcomed the committee to the meeting and stated she hoped they found it to be more interactive than in the past.

October 1999 Minute Approval

A motion was made by Jim Krivsky to approve the October 22, 1999 minutes and seconded by Shirley Ross. Motion carried.

Issue/Discussion: Scheduling of Agenda Items, Jean Rogers

Per the committee's request, Gerry Mayhew facilitated activities at the October meeting to have committee members identify approaches and procedures that are working well or not working well; identify the challenges and brainstorm ideas for improving the process. In order to implement the committee's suggestions, Gerry Mayhew asked each member to rank the agenda topics both in terms of importance and timeliness (time frame). The combined rankings indicate the following order:

Importance

Performance Standards
Extensions of extended cases
WAA funding
Educate world
More with less
Maximize resources/revenue
W-2/WDB/Job Centers
60-month time limits
Core services
Best practices
W-2 services
Recommendations WDB
Refined services
Monitoring plan

Timeliness

Performance Standards
WAA funding
Extensions of extended cases
More with less
W-2/WDB/Job Centers
60-month time limits
Core services
Recommendations WDB
Maximize resources/revenue
Monitoring plan
Best practices
W-2 services
Educate world
Refined services

Based on these rankings, anticipated meeting dates for the agenda items needed to be scheduled and committee members were asked to come to the meeting prepared to offer recommendations for scheduling them. Jean Rogers referenced the commonality of the two lists and asked for a discussion on the order of scheduling these items or for any additional items. Tina Koehn suggested looking at the importance list of those items due soon such as WAA and WDBs. Discussion followed to include WAA on the December agenda with both DWE and DES staff presenting. Specifically, DWE staff will discuss how to report co-enrolled Track 1 & 2 individuals and provide some plan examples (single, joint and combined); DES staff will discuss WAA interaction with Community Reinvestment funds and seek input on CARES design. Chris Williams indicated that no requirements have been identified for CARES yet but they are planning on using the Welfare to Work model for co-enrollment.

Jean Rogers indicated that "Educate world" is an ongoing item. The Department is developing a radio advertisement based outreach for food stamps and Medicaid. The Department also needs to compile information on the types of activities agencies are currently doing as back up for these advertisements. Jean asked for committee input at the end of the meeting to assist with that information gathering, to identify what the Department can do to help agencies be prepared and to track individuals who access services as a result of this outreach.

Deb Hughes stated that they were caught off guard by the Performance Standards news release and the food stamp exemption change. She agreed that updates from the Department would help them be more prepared and referenced the heads up given on the Head Start report as an example of that. Jean explained that the Department is assembling a media section and Shawn Smith, former DES policy analyst, is part of that group which will be beneficial to the Division. George Leutermann requested an explanation of the Performance Standard categories used for reporting purposes. It was explained that the draft reports are a working tool to assist in strong, accurate reporting. Mary Ann Cook asked that the Department provide talking points for dealing with media (ex. data clean up includes 300 closure codes).

It was also stressed that it is important for agencies to inform the Department of what they hear or read. Rosa Dominguez stated she informed Rick Zynda about information prepared by Legal Action of Wisconsin (LAW) that interprets Medicaid and BadgerCare rules. Rosa asked whether this information was cooperatively done with the Department; is it correct and should it be utilized. Anyone has the right to interpret and print materials but Jean Rogers encouraged agencies to use information developed by the State or create their own.

Issue/Discussion: 1999-2001 Biennial Budget, Bob Nikolay, ASD

Bob Nikolay stated that the information he was sharing at the meeting was being mailed to the W-2 agencies that same day. The 1999-2001 Biennial Budget was signed and the Department is in the process of implementing the changes. The funding changes will be issued in a RFP addendum. Budget changes and initiatives include:

- *Distribution of performance funding* – 3% to W-2 agencies rather than to the counties
- *Contingency Fund* – increased to 102 million and requires Joint Committee on Finance approval for release
- *Performance measures* – reflected in the RFP; tracking of applicants removed
- *Technical college education* – allows CSJ/W-2 T participants to participate in work activities 25 hours per week and attend technical college (Jean Rogers indicated this may be an item on the December agenda depending on discussions with DOA and the Legislature. The Department's interpretation is this is a minor change; still allows agencies to make the determination of appropriateness and there is no expectation to pay for the education.)
- *Child's earned income and Child Support* – excluded from eligibility determination

- *Asset limit* – eligibility continues unless assets are expected to exceed the limit for 2 months
- *Prorated CSJs* – defines payments based on hours in work activities
- *Case Management follow-up* – allowed beyond required timeframe
- *Educational Needs Assessment* – required for individuals determined eligible for unsubsidized employment and Trial Jobs
- *ESAP* – requires one match instead of two
- *Job Access Loans* – may be used to purchase vehicles
- *Children First* – increased payment to \$400 per individual but decreased allocation
- *Workforce Attachment and Advancement (WAA)* - \$19.7 million to be distributed between W-2 agencies and Workforce Development Boards (WDBs) for job retention services
- *One page of services* – requires the Department to develop a one-page listing of available services by December 1st for agencies to begin distributing January 1, 2000. DES will distribute camera ready copy soon; agencies can not change this document but they can stuff it with additional information.
- *Emergency Assistance* – includes impending homelessness (Jean Rogers asked that agencies give the Department feedback since this change might influence landlord behavior and put additional strain on the fund. Jude Morse clarified that the Emergency Assistance program was administered by the Milwaukee County Human Services Department under the current contract but is now included in the 2000-2002 W-2 contract. Based on this change to Emergency Assistance, the Department is working on the definition of impending homeless and administrative rules may be appropriate. Jim Krivsky asked for guidance on when to implement these biennial budget changes. Jean indicated that until agencies receive written directive from the Department, they are not in effect. Committee members expressed concern about policy being distributed through a CARES DXBM and asked for clarification of when something is policy. A DXBM is a vehicle for sharing information but an Operations Memo ensures it is policy. Deb Hughes requested the Department consider developing a policy document similar to the CARES document that is shared each month. It was agreed that the Emergency Assistance policy would be included on the December agenda.)
- *Residency* – 60 day residency requirement eliminated
- *Child Care eligibility and Child Care co-payment* – changes effective March 1st
- *MA eligibility transfer to DHFS* – requires DOA identify positions and funding in DWD that related to MA and determine if they should be moved to DHFS
- *CARES* – management moved to ASD (Jean Rogers indicated that agencies may be required to contract separately for MA eligibility with DHFS. DWD is not supporting this move but DHFS has interest in a separate contract. She asked committee members for their input.)
- *Community Youth Grant RFP* – funds to provide youth programs to TANF eligible children
- *Literacy RFP* – funds to provide literacy services to TANF eligible adults and children
- *AODA RFP* – funds to provide AODA treatment to TANF eligible adults

Issue/Discussion: W-2 Case Closure Study, Jean Rogers

Jean Rogers asked for input about how agencies would like to see the W-2 Case Closure Study information used by the agencies and by the Department. The Secretary will be using the information in December. The Department will provide agencies with an advance copy of the statewide release, including the spin behind the text and notify them of the release date. Agencies will also receive individual agency results, although it is not the Department's intent to publicize the individual results. Agencies may want to identify trends and irregularities in the data that require an explanation. "Failed to apply for W-2" may attract attention.

Jan Van Vleck indicated that the Department would notify agencies prior to the release of a Hudson Institute report on AFDC in August 1997 in Milwaukee County.

Issue/Discussion: Performance Standards, Paul Saeman, DES and Lynn Schmitt, DES/BDS

Paul Saeman and Lynn Schmitt asked the committee for their reaction to the Performance Standards Symposium held on November 17th. Mary Ann Cook thanked both Paul and Lynn for sharing specific information regarding screens and data used for measuring performance. The materials shared at the symposium will help agencies rethink their internal process flow. Teresa Pierce reiterated that the tools were very helpful in helping them identify areas where they need data clean up.

Rita Renner requested training for line staff and managers in Milwaukee County. Jean Rogers indicated that part of the reason upper management was specifically identified as needing to attend was that the Department expects management to be familiar with these standards. Lynn acknowledged the difficulty of arranging additional training at this time of year but

reiterated the urgency to try to arrange it before the first of the year. Milwaukee agencies agreed to schedule 2 or 3 half-day sessions for all regions as soon as possible.

Deb Hughes asked that the Department look at the next contract as well and discussed the measurement of self-sufficiency on a continuum. She stated that just because someone has not become self-sufficient, does not mean they have not progressed. As an example, someone moving from a 1 to a 3 on the continuum should be of more value than moving from a 7 to a 9. The individual's definition of success is also a valuable measure. Jean Rogers agreed that this is an important internal measure. Deb referenced the Denver Inventory, which measures a self-sufficiency spectrum including family health and family functioning. She stated she was sorry to see performance standards turn it into a numbers game. Jean addressed the fact that there are always aspects of doing a measurement that cause a rigid view; however, the Department has set performance standards that allow as much flexibility as possible. She reminded committee members that performance standards are driven at a federal level. The reauthorization of TANF is at the discussion level and accurate data will ensure continued funding.

Paul asked for volunteers for a workgroup to look at individuals pursuing SSI. Shirley Ross, Marilyn Putz and Sharon McCormick volunteered.

Issue/Discussion: Time Limits/Extension Requests/ Subsequent Extensions, Margaret McMahon, DES/BWSP

Margaret McMahon thanked Mary Ann Cook for presenting the update at the October meeting. She distributed a Desk Aid entitled "W-2 Extensions – CARES Actions" created by the DES Training Section. Margaret asked that committee members review it and forward any comments to Mary Ann at cook@dane.co.wi.us by December 1st. The Desk Aid is meant to discuss CARES issues only and would be distributed with an Operations Memo introducing it.

Margaret also distributed Operations Memo 99-89 entitled "W-2 24-Month Extensions" due to go to print next week. She indicated that Mary Ann covered the points identified by the workgroup and included in the memo at the October meeting. The purpose of the memo is to provide W-2 agencies with:

1. Background on why the Department of Workforce Development (DWD) needs specific information when processing extensions.
2. A 24-Month Extension Request checklist that provides W-2 agencies with additional guidance in preparing extensions.
3. An explanation regarding DWD's recommended action steps resulting from extension reviews.
4. Guidelines when transferring potential extension cases between W-2 agencies.
5. An updated form (DES 11283) for submitting subsequent extensions to DWD for review.

The workgroup also discussed subsequent extension reviews for cases that receive extensions. As a result of that discussion, the 24-Month W-2 Employment Position Extension Review Request (DES 11283) was created for submitting subsequent extensions to DWD. The Department is seeking input in developing the internal process for subsequent extension reviews. It has been determined that the current notices are adequate for subsequent extensions but there may be slight changes in the letter issued from the Department to the agency.

Jim Krivsky asked for clarification on policy and procedure for cases that exhaust their 24 months, close and then reapply at a later date. He expressed concerns with the 7-day processing period for cases that meet this description. Margaret indicated that from a technical perspective, if the agency felt an extension was appropriate, the application would have to pend in CARES pending Department review and concurrence. An expedited review process becomes necessary. Deb Hughes shared an example of a case with a severely disabled child where an extension request was approved and circumstances have not changed as potential subsequent extension case. Jan Alft cited a case where a client who is blind lost eligibility for SSI for failing to respond to a review. Margaret stated that the Department is trying to identify challenges in working with SSI and the Social Security Administration (SSA). She indicated that SSA is very willing to discuss any problems identified.

Jean Rogers informed the committee that the Department responded to a request for extension statistics from the Legislative Fiscal Bureau on November 15th. Margaret then shared the current statistics: to date there have 113 extension request reviews; the Department has concurred with 77; 16 were withdrawn (for various reasons including the client moving to a different employment position, becoming employed or receiving SSI); and 20 were being processed. It was agreed that Margaret would continue to share this statistical information at future meetings. At the December meeting, she will provide an update on the subsequent extension review process and the statistics.

Issue/Discussion: W-2 Monitoring, Kevin Huggins, DES/BFS

Kevin Huggins provided an update on the development of the four areas of monitoring:

- Following the Performance Standards Symposium, staff are working on the completion of the tools and reports to be used for *Performance Standard Monitoring* purposes.
- A proposed technical assistance tool has been developed for Regional Office staff to use in *Fiscal Monitoring*. This tool will assist in providing up to date information related to a specific agency and identify spending patterns for planning purposes. Fiscal Monitoring provides Regional staff the ability to be a resource to the agency and allows the Department to track spending of the allocation and implications for the contingency fund.
- The feedback sessions for discussion of *On-site Monitoring* were well attended. Consistent information from agencies indicated the need to review for specifics rather than theory or policy. On-site Monitoring should focus on the specific weaknesses identified and discuss the basis for desired levels and goals. Included in On-site Monitoring is a review of the agency plan for possible changes needed and the review and discussion of the following: monthly Child Care monitoring results, monthly Fiscal Monitoring results, Performance Standards data, Fact Finding reports and Customer Satisfaction Survey results.
- The *Case Monitoring* workgroup is continuing to meet to discuss the specifics of this area.

Jim Nitz asked for clarification regarding submission of the Customer Satisfaction Survey plan and results. Kevin indicated that the Department has requested statewide feedback on the survey tool developed by the workgroup. This feedback will be summarized and reviewed prior to finalizing the survey instrument, which will then be included as an RFP addendum. Jim stated the desire to incorporate this survey more broadly into the one stop program and that the data is only effective if it is used to correct the problems identified. Paul Saeman indicated that the budget bill includes language for the next contract that includes customer satisfaction as a performance standard and WIA requires this as well.

Rosa Dominguez expressed concern with the on-site and case monitoring that is occurring. She indicated that she has not seen monitoring that reflects the individuals know what they are looking for. She further stated that the recommendations are confusing, inconsistent and unfounded; lacking specific reference to specific policy documents. Mary Ann Cook agreed that the feedback is sometimes disjointed with monitors in disagreement with other monitors. Good monitoring requires identifying types of cases, defining monitoring and defining parameters and expectation. Kevin indicated that the Department is seeking input to shape on-site and case monitoring. The feedback from the focus group will be shared with those who attended.

Mary Ann Cook also indicated that is her understanding that once a case is pulled, it is pulled every month from then on. The monitoring can be very one-sided since the monitor may only understand the Economic Support side or the Work Program side. The Department will clarify the process for case monitoring through an Operations Memo. Some committee members indicated that their Regional Office does a good job and the agencies were aware of what was expected during the on-site monitoring process. Milwaukee agencies were referring to the monitoring done by the PIC and indicated that the Regional Office is generally helpful.

Issue/Discussion: Monthly Training/CARES Update, Gerry Mayhew, DES Training and Chris Williams, DES/BWSP

Gerry Mayhew thanked the committee for their support for the New Worker Re-engineering project, which has received 22 volunteers for the Advisory Committee. She shared information about Pro Shop, an on-line educational activity they will be utilizing to reinforce key ideas for one Operations Memo per month. Gerry distributed DWD 17, the Administrative Rule addressing the training of Income Maintenance workers effective November 1, 1999. A yearly Administrator's Memo will continue to be issued to clarify requirements. The draft of the Administrator's Memo, 2000 Income Maintenance Required Training, was also shared with the committee. Deb Hughes asked when agencies had to report 1999 training. Gerry indicated that agencies were required to report training during the first contract to ensure the agencies were completing the tracking. The agencies are required to continue to keep records of all training attended by each worker and maintain these records in an automated system however; agencies are no longer required to report this information to the Department. The DES Training Section will work with the Area Administrators to conduct periodic site visits to monitor training records. Lastly, Gerry stated that New Worker training sessions are scheduled through September 2000 and agencies should not have to wait more than 2-3 weeks to get new workers into training.

See attached CARES report. Chris Williams reminded committee members of the Y2K freeze, however, fatals and abends are treated as emergencies and the COLA mass change will take place in December. Currently, CARES staff are reviewing approximately 2000 separate programs because some of the software used is not Y2K compliant. Chris also indicated that the Client Notice Redesign project's goal is to make all notices and letters easy to understand. Since notices are an output of data put into CARES, the project is looking at all pieces related to notices. Both a client and worker survey is being piloted in Racine County. After the results of the pilot are analyzed, the survey will be conducted statewide around February.

Issue/Discussion: Other Issues

Media Relations – Shawn Smith, Secretary's Office

Shawn Smith indicated that often pieces in the media regarding W-2 are reactionary so she is working as part of the Secretary's office media relations team to release at least one positive W-2 related article per week. She requested the committee's help in reaching this goal as her day to day contact with the program decreases. Shawn asked committee members to send information to her at smithsh@dwd.state.wi.us or call her at 608-264-6810. She also indicated she would give the agencies advance notice of releases whenever possible. Deb Hughes requested that the website news release page be kept up to date.

NEXT MEETING DATE:

Friday, December 17, 1999

10:00 a.m. – 2:00 p.m.

201 E. Washington Avenue

GEF 1, Room 400X

Madison, WI 53707

608-266-7552

RECENT AND UPCOMING CARES CHANGES OVERVIEW
Issued November 18,1999

Major Initiatives: Completed or in Progress	DATE	BACKGROUND
COLA Mass Change	12/4/99	Changes to the COLA Mass Change will include the updating of Community spouse /dependent SSA/SSI information, and updating the SSI amount received.
SSA State On-Line Query (SOLQ)	12/31/99	An operations memo will be coming shortly along with a report to your security officer of staff in your agency with access to CARES. The security officer will need to identify front-line workers & supervisors and return that information to the DES security section. One of the SOLQ transactions must be limited to supervisors. In addition, agencies that have not returned their updated data sharing agreements need to do so before access will be granted. To date approximately 38% have been returned. You will be notified when access is granted and will be told who has access to which SOLQ screens.
Participation Standards	1/00	Work continues on producing the reports to be used to monitor Performance standards. Reports that will be available when the new contract period is in effect are listed in the November issue of InfoWorks which can be found on the DWD Workweb. http://dwdworkweb/des/DESInfoworks/InfoworksNOV99.htm
Food Stamp EBT	2/00	Phase 1 of the statewide EBT rollout will begin in February 2000.
Client Registration – Clearance	2/00	Logic to resolve some duplicate PINs has been delayed until after the freeze to ensure full testing of the process. Duplicate PINs should be reported to the call center in the usual manner. Various causes of duplicate PINs are being researched and solutions to reduce their occurrence are being analyzed.
Budget Bill Initiatives	3/1/00	Now that The 2000-2001 budget bill has been signed the analysis to determine programming changes required in CARES has started. Removal of the 60-day residency requirement logic for W-2 applicants should be migrated on 11/19/99. A report of cases that may be impacted by this change along with an operations memo with instructions on how to process these cases should be out shortly. A DXBM went out on 11/13 explaining the work around required until the new logic is moved to CARES.
Clocks	4/00	All 24 month clock changes and fixes have been implemented. Work will begin on a Federal clock in early spring and the 60 month clock expiration logic will be implemented at the end of 2000.
Y2K	Ongoing	Additional Y2K testing continues on a limited basis. Stuffers are being included with November W-2 checks and Food Stamps discussing Y2K preparedness, early distribution of January benefits, and contingency plans for February. A mailer for Rock County EBT & W-2 EFT clients with the same details will be sent by the end of the month. EDS will be sending mailers to MA recipients and all providers.
Major Fatals	Ongoing	Fatals and Abends will continue to be fixed during the freeze. The overall number remains about 50 per week. The average daily transaction count is over a million transactions per day.
Simulation for Benefit Recovery	On-Hold	Now that BVCC has been implemented, we will be resuming this activity. Other Benefit Recovery enhancements have been recommended by the User Group and are presently being researched.
Community Reinvestment	On-Hold	A preliminary review of options was conducted by DES. Once federal reporting requirements are determined, Deloitte Consulting will be asked for an estimate to implement in CARES.
Major initiatives: In Planning/Development		
Quarterly reporting for Food Stamps.	No date set	As a Food Stamp error reduction initiative, we are exploring replacing 3 months reviews with quarterly reporting for Food Stamps. Other error reduction strategies are also being considered.
Client Notice Redesign	No date set	Both a client and worker survey regarding notices and letters are being piloted in Racine County. After the results of the pilot are analyzed, the survey will be conducted statewide.